



**UiPath**  
**vs**  
**Microsoft Power Automate**

# **Buyer's Guide & Reviews**

March 2023



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# Contents

Advice From Real Users	4-9
Top Review by Topic of UiPath and Microsoft Power Automate	10-11
Overview	23
Answers From the Community	24
Reviews From Real Users	25-35
Reviews By Users Who Have Researched Both Solutions	36-52
Vendor Directory	53
Top Robotic Process Automation (RPA) Vendors	54-55
Top Robotic Process Automation (RPA) 5 Solutions by Ranking Factor	56
About This Report and PeerSpot	57

# Advice From Real Users



## PROS



AmitDasgupta

"What we like about the product is that we are able to customize a lot of things quickly because UiPath already has certain APIs and tools available that we can integrate with our system to extract information." [\[Full Review\]](#)



KamalKumar

"UiPath is straightforward and easy to use, even for those without coding knowledge." [\[Full Review\]](#)



Chirag Walecha

"The most valuable aspect of UiPath is that it doesn't require much coding." [\[Full Review\]](#)



Mayank Garg

"The most valuable feature is the ability to retrieve data from Excel files, including filtering the data." "It is also straightforward and easy to navigate when building automations and makes our tasks easy to perform." "It is very easy to use without any prior coding knowledge." [\[Full Review\]](#)



Manav Grover

"I like how easy it is to automate tasks and how time-efficient the product is." [\[Full Review\]](#)



Pawan Sharma

"UiPath saves us time and increases productivity for our organization." [\[Full Review\]](#)



VinaySharma2

"UiPath is easy to use without any training." "Anyone can use it." "There is also great customer support." [\[Full Review\]](#)

# Advice From Real Users



## CONS



AmitDasgupta

"The support is a little bit lacking, response-wise." "Just like in banking, where they give you a relationship manager, they should provide someone who is responsible for a project." "That person would be responsible for responding to your queries quickly and efficiently." [\[Full Review\]](#)



KamalKumar

"It would be good if the product could work locally, without depending on the internet, as connectivity issues can cause problems." [\[Full Review\]](#)



Chirag Walecha

"The user interface could be better." "There have been advancements in UI design and user experience in recent years." "UiPath could do a better job of keeping up with these trends." [\[Full Review\]](#)



Mayank Garg

"The user interface needs a little bit of improvement because it looks a little cheap due to being a very old tool." "Otherwise, it works well." [\[Full Review\]](#)



Manav Grover

"The interactive selection could be more accurate." [\[Full Review\]](#)



Pawan Sharma

"Sometimes, UiPath becomes a little laggy when we move from one page to another." [\[Full Review\]](#)



VinaySharma2

"It needs improvement in terms of optimization." "Sometimes the tools slow down when you are working on a huge data set or if the internet connectivity is slow in your area." [\[Full Review\]](#)

# Advice From Real Users



## PRICING AND LICENSING ADVICE



AmitDasgupta

"The price of UiPath is too high." [\[Full Review\]](#)



KamalKumar

"The product is very affordable, not costly at all." [\[Full Review\]](#)



VinaySharma2

"The pricing is moderate." [\[Full Review\]](#)



Sahil Rana

"It is cheaper than Microsoft Power Automate and saves us between 50 and 70 percent on costs." "UiPath's pricing is moderate and something everyone can afford." [\[Full Review\]](#)



Dev Arora

"The pricing is fine and the features are good." "Still, the pricing could be a little lower." [\[Full Review\]](#)



Rohit Khanna

"Its price is moderate." "It is neither very expensive nor very cheap." "Everything is good in terms of pricing." [\[Full Review\]](#)



Praveen\_Sharma

"It's costly compared to other tools in the market." "Other than that, it is very good." [\[Full Review\]](#)

# Advice From Real Users



Microsoft Power Automate



## PROS



KALYANI  
Pandala

"The solution integrates more easily and with more tools than Automation Anywhere." [\[Full Review\]](#)



Hayaa  
Kayasseh

"The most valuable features of Microsoft Power Automate are user-friendliness and low coding functionality." [\[Full Review\]](#)



reviewer210  
0408

"It's not hard to learn, which means we'll be able to make more workflows in the future." [\[Full Review\]](#)



Pascal  
Burume

"From my personal experience of using Microsoft Power Automate, I think that the automatic document processing feature is helpful for many organizations in streamlining administrative processes." "It is a very good feature." "It has helped many enterprises to process documents without spending much time on them." [\[Full Review\]](#)



reviewer1161  
612

"The most valuable feature of Microsoft Power Automate is the ability to automate tedious tasks." [\[Full Review\]](#)



Shakir  
Mohammed

"I believe document reading has been beneficial when dealing with Microsoft." [\[Full Review\]](#)



Mapkar  
Mohtasim

"You can create a flow, and it can be shared across different environments." [\[Full Review\]](#)

# Advice From Real Users



Microsoft Power Automate



## CONS



KALYANI  
Pandala

"There are frequent version updates and that impacts different algorithms so we have to adjust our code." [\[Full Review\]](#)



Hayaa  
Kayasseh

"When you try to create a flow or work on the flow in Microsoft Power Automate you cannot undo changes." "There are no options to edit or, undo an action." "This feature would be useful." "The editing option within the flow can be enhanced." [\[Full Review\]](#)



reviewer210  
0408

"For countries in our region, it's not very well known." [\[Full Review\]](#)



Pascal  
Burume

"I would recommend removing the AI Builder feature from the automatic document processing functionality." "The tool can serve even better with free automatic document processing features, it shouldn't only be available in the trial version." [\[Full Review\]](#)



reviewer1161  
612

"Microsoft Power Automate could improve by offering recurring execution on the desktop." [\[Full Review\]](#)



Shakir  
Mohammed

"The technical support has room for improvement." [\[Full Review\]](#)



Mapkar  
Mohtasim

"The solution is difficult to customize." "I would like to see more flexibility when it comes to using different kinds of activities." [\[Full Review\]](#)



# Advice From Real Users



Microsoft Power Automate



## PRICING AND LICENSING ADVICE



KALYANI  
Pandala

"The pricing is reasonable and the western license is fantastic." [\[Full Review\]](#)



Shakir  
Mohammed

"Microsoft is providing an automatic license with a cost of \$20 million per month, which is reasonable." [\[Full Review\]](#)



Mapkar  
Mohtasim

"Microsoft Power Automate is part of our Office 365 package, there are no additional licensing costs." [\[Full Review\]](#)



Syarifah  
Atiyah Syed  
Hisham

"We use Office 365 and this solution is free for me to use with the package we have." "We have plans to increase the usage of Microsoft Power Automate." [\[Full Review\]](#)



Meindert  
Van Der  
Galiën

"At the moment, from our experience with the two, Power Automate is a lot more expensive solution than Automation Anywhere, but it is also a far more reliable solution." "With the price increases and with the current pandemic situation going on worldwide, a lot of the prices have fluctuated, but the packages and the all-encompassing features you get with the Microsoft package far outweigh the benefits from the Automation Anywhere side." "Each package on the Automation Anywhere side is cheaper, but we need to continuously purchase subsequent packages..." [\[Full Review\]](#)



reviewer180  
6123

"With our Microsoft Office 365 license, we are able to use Microsoft Power Automate." [\[Full Review\]](#)



reviewer179  
9631

"We are using the free version of Power Automate." [\[Full Review\]](#)

## Top Reviews by Topic



UiPath



Microsoft Power Automate

### VALUABLE FEATURES



reviewer1414743

The best feature in UiPath is their robotic enterprise framework because that is an inbuilt processing framework for utilizing their work queues. It's plug-and-play, and already pre-built to where you don't have to start from scratch. It's enterprise-grade and ready to be used. All you need to do is populate your dispatcher, create a queue, create a performer, and you're good to go. The highest benefit of it is that it's just there, ready to use, and you don't need to start from a blank screen. ... [\[Full Review\]](#)



Earlgarth Greaves

Power Automate is very user-friendly, it is easy to use. I find it very easy to use, easy to follow what's going on, to navigate around and get things done. I really like it. One of the features I like is the elements. Let me describe it. With Power Automate Desktop you're interacting with other pieces of software. That's kind of the whole point. You're grabbing information from other software so that you can then pull it together and move it back and forth between systems and do other things wi... [\[Full Review\]](#)



Issac Paul

Excel automation is extremely reliable. Excel integration is one of the top features that I have been using. We also have a feature called Document Understanding for processing the PDF format of an invoice by a bot. It has the capability to scan an invoice and then pick out the required fields, such as the name of the vendor, the details of the products being sent, or the cost of the product. There is an AI functionality that allows a user to program the required fields to be extracted, and the ... [\[Full Review\]](#)



Thiago Roque

Workflow management is what clients select the most. It is very intuitive and pretty much drag-and-drop, so we can create escalation, decision flows, and if-else conditions pretty much by dragging and dropping boxes. Even someone who is not technical can develop a workflow for the business. It is very easy to use. It doesn't need a technical resource to create and maintain forms. The UX/UI is very similar throughout the Microsoft platform, including SharePoint and Office 365. It integrates with ... [\[Full Review\]](#)



Jeroen Van Smaalen

The most valuable aspect of UiPath is the community in terms of the way they open up their platform to the community and make it freely available for people to try and to practice. The amount of feedback from that community makes it very easy for us to get into UiPath and if you're trying something that you've never done before, you at least have some insights. There's almost always someone who has done it before or who has asked the question. I would say the community is one of the biggest extr... [\[Full Review\]](#)



reviewer1521363

The best part is the automated workflow, which is quite good and easy. It is just drag-and-drop. We are able to create workflows quite quickly. We are able to directly integrate the data that it generates with Power BI dashboards. Its integration is quite good with other Microsoft tools, such as Power BI. The visualization of the data has become helpful for us. [\[Full Review\]](#)

## Top Reviews by Topic



UiPath



Microsoft Power Automate

### ROOM FOR IMPROVEMENT



reviewer1414743

Features for process discovery would improve the end-to-end development capabilities. From a developer's point of view, my biggest struggle with UiPath is debugging. The debug mode in UiPath feels clunky and it is a sore spot. It feels it's hard to control the flow of the process. There are a lot of internal errors and it's not intuitive. In general, debugging is not a good experience and I don't enjoy doing it. In contrast, Blue Prism has better debugging capabilities. Blue Prism is a little mo... [\[Full Review\]](#)



Earlgarth Greaves

The problem with Power Automate is what happened when I had it set up to read web pages and Excel workbooks. But that was my first test, and I was working on it for around three days and then took a break of about two days. When I went back to it, all of the Excel, and all the Excel functions, just disappeared. Completely vanished. I had installed it on my laptop. I had the spreadsheet there and all the features, because you have to do things like tell it to open the spreadsheet, tell it to read... [\[Full Review\]](#)



Issac Paul

It is expensive. Its licensing structure should be improved. They can introduce a license structure where they charge you on a per-minute basis rather than a full upfront payment. In UiPath Academy, the certification that they provide at the end of every course can serve as a good motivating factor for somebody who's learning it. That is a good thing, but one of the negatives is that previously, the certification program was free of cost, which helped a lot of developers to become certified deve... [\[Full Review\]](#)



Thiago Roque

While working with non-structured data (like logs and user tracking information that usually fits the criteria of big data), all the data sources must pass by a data quality process via any ETL tool before linking and publishing any information to the automation workflows and forms. This process is important to standardize all the content and format types for the columns and fields in the tables that will be used to show data in the front end. The ability to read non-structured data and provide ... [\[Full Review\]](#)



Jeroen Van Smaalen

I'm trying not to sound negative about it as I like them a lot, however, the process mining and the process mining features stem further away from the development of the robots and the monitoring. The development, run, and monitoring are really closely knit, or really close together, and then process discovery is starting to get there. It's on its way, however, I don't see that it's as closely connected as the other three parts. The automation operations have not brought down any company costs. ... [\[Full Review\]](#)



Meindert Van Der Galiën

There are two versions of the automation suite. You've got your cloud functionality, and you have got your on-premises functionality for legacy systems. There are a lot of functionalities between the two systems that don't cross-correlate with each other. A lot of the functionality in the cloud system is not there on the production side in the on-prem system. If they could implement some of the similar functionalities and streamline them for integration, it would be a lot easier. There should be... [\[Full Review\]](#)

# Overview

SOLUTION



UiPath



Microsoft Power Automate

OVERVIEW

UiPath is a popular RPA tool that helps users automate manual and redundant tasks as well as other business processes. The platform is open-source, and is most commonly used for performing PDF automation, web automation, Citrix automation, and Windows desktop automation.

UiPath Offers:

Stability

Scalability

Flexibility

High-performance

Ease of use

Security

UiPath Valuable Features

UiPath includes a solid set of unique features, including: Robotic enterprise framework, extensive library...

Microsoft Power Automate is an intelligent, cloud-based solution that allows users to boost their productivity by creating automated workflows between multiple services and applications.

These workflows are used to synchronize files, receive notifications, and retrieve data. The system creates workflows by recording user actions, like mouse clicks, data entry, and keyboard use, which are processed into intelligent, secure workflows. Users can easily add intelligence to their workflow...

SAMPLE CUSTOMERS

Airbus, Bank of America, Berkshire Hathaway, Chevron, CVS Health, DHL, General Electric, Google, Lufthansa, NASA, NTT, Orange, Philips, Singtel, Spotify, The Home Depot, Toyota, Uber, United Airlines...

SNCF, Air France, Avanade

TOP COMPARISONS

Automation Anywhere (AA) vs. UiPath  
Compared 25% of the time

Microsoft Power Automate vs. UiPath  
Compared 19% of the time

Blue Prism vs. UiPath  
Compared 12% of the time

UiPath vs. Microsoft Power Automate  
Compared 44% of the time

Automation Anywhere (AA) vs. Microsoft Power Automate  
Compared 22% of the time

Blue Prism vs. Microsoft Power Automate  
Compared 15% of the time

TOP INDUSTRIES, BASED ON REVIEWERS\*

Healthcare Company ... 6%  
Manufacturing Company ... 9%  
Computer Software Company ... 13%  
Financial Services Firm ... 20%

Government ... 11%  
Financial Services Firm ... 14%  
Computer Software Company ... 14%  
Manufacturing Company ... 17%

TOP INDUSTRIES, BASED ON COMPANIES READING REVIEWS\*

Government ... 6%  
Financial Services Firm ... 11%  
Comms Service Provider ... 12%  
Computer Software Company ... 19%

Manufacturing Company ... 8%  
Comms Service Provider ... 9%  
Financial Services Firm ... 11%  
Computer Software Company ... 16%

COMPANY SIZE, BASED ON REVIEWERS\*

201-1000 Employees ... 16%  
1-200 Employees ... 22%  
1001+ Employees ... 63%

201-1000 Employees ... 12%  
1-200 Employees ... 33%  
1001+ Employees ... 55%

COMPANY SIZE, BASED ON





1001+ Employees ... 67%

1-200 Employees ... 18%











1001+ Employees ... 67%

1-200 Employees ... 18%





\* Data is based on the aggregate profiles of PeerSpot Users researching this solution.

## Answers from the Community

### **Which one to choose, Power Automate or UiPath, for unattended and attended bots implementation for a simple RPA use case?**

Hi community,

I work at a Construction company (size: over 10,000 employees).

Currently, we're considering these 2 RPA tools: Power Automate and UiPath.

Requirements:

Feature richness, product roadmap and industry adoptions are priority decision makers for us.

A simple RPA use case.

Unattended and attended bots.

However, the cost is a significant factor here too.

We would like to focus our attention on a single offering that is scalable in terms of feature and license cost over time. Please advise which of those 2 tools to choose based on our requirements.

Thank you!

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[See all 2 answers >>](#)





## UiPath review by a real user

Provides proper metrics and logs, saves a huge amount of time, and significantly improves accuracy



Issac Paul

Automation Engineer at a manufacturing company with 10,001+ employees

### WHAT IS OUR PRIMARY USE CASE?

We use it for handling processes that involve human effort savings. We are currently focusing on processes and problems that our users are facing in their day-to-day activities. It is used for the automation of business problems that are repetitive and error-oriented with a huge number of users working on them. We list down a set of processes where users are spending a lot of time, then we verify whether the use case is valid for automation using RPA. Once that is complete, we start programming the bot based on the requirements given by the user. We try to mimic each and every action performed by a human being by using UiPath Studio. It replicates what a human being does.

In terms of setup, the development happens in Studio that's on-premise, but the deployment of the robots is done on the cloud. They have their own cloud service called Orchestrator. UiPath hosts that, and it is available at [cloud.uipath.com](https://cloud.uipath.com). It is basically the UiPath Cloud. The interface is completely handled by UiPath.

### HOW HAS IT HELPED MY ORGANIZATION?

The biggest benefit is that before implementing automation, the users were spending a lot of time doing mundane and manual activities. Implementing the robotic process automation for processes that they were involved in helped them to avoid doing these manual activities and focus on more value-added processes. On the whole, it has helped the users to spend their time more wisely and also get more benefits for the same time spent. It helps us to improve user satisfaction by improving their working methodology because they are only doing things that are value-adding.

We are automating all the manual activities that can be successfully handled by the robots. So, the users are really happy, and we are getting good feedback from the users in terms of time savings. We are also achieving 100% accuracy in the output, which was not the case when the users were performing these actions. When they were performing the actions, the users had to validate the outputs, and the outputs were not as per the requirement. There used to be an error rate of at least 10% to 15%, but with automation, the error rate has been reduced to zero. So, the removal of manual activity and the reduction of the error rate to zero are two of the main benefits.

We are using it in our finance operations for our accounts payable process to process invoices. For this process, we were receiving invoices at a rate of more than 50 per day, and having humans perform those actions was not sustainable in the long run. So, we developed a robot that would automatically process invoices that we received through email. It extracts and updates the data into our ERP, and then, it sends an email to the users telling them that the invoice has been received, verified, and uploaded into our ERP. Now, we have a process that saves approximately two hours for five or more users on a daily basis. At an annual rate, we can save approximately 10,000 hours. We develop the bot in UiPath Studio and then deploy

it in cloud Orchestrator via an unattended bot, which is a bot that runs on a predefined schedule. We have a particular time when invoices arrive in our inboxes. We set the robot to run at that particular time, and then the robot is able to process those invoices and proceed to the next action.

We focus only on processes that can be automated end-to-end, completely eliminating human activity. UiPath is flexible, and it allows us to build robots that prevent human intervention right from the start and all the way to the end. Then, we are able to deploy it on the cloud by using the Orchestrator solution. From start to finish, we have completely eliminated human effort, supporting our mission of end-to-end automation. For process analysis, we use a UiPath tool called Task Capture to understand the business case and draw a flow diagram for the steps involved in a process. UiPath has all the solutions required to implement end-to-end automation, and we are successfully using them for all our business problems.

This end-to-end coverage is important. Basically, we select processes where we can avoid human intervention. End-to-end automation is one of the key KPIs that we check before we even start automating a process. It is the first thing that we look for because we prefer no human intervention at all, be it for any kind of input, validating the output, or checking the logs of a process. All of these are predetermined and handled by the robot.

It is cloud-based. So, we do not have any infrastructure costs for maintaining the servers, etc. That is a big advantage. Also, Studio updates for development are pushed automatically. We receive the updates and just click on them, and Studio is updated. Overall, it saves a lot of time for the IT team because there isn't any involvement from IT resources after we deploy or install Studio on our system. From there on, there is literally no involvement of the IT department. That is how beautifully they have designed the tool for the updates as well as overall maintenance.

We went for the cloud to avoid any on-premises server costs that we might need to take care of on a recurring basis. The cloud was a big advantage for us. We are able to save approximately 15 lakh Indian Rupees, which would be \$10,000 to \$15,000, by not going for the on-premises setup. We were able to save that sort of investment in server costs by going for a cloud-based tool.

We were able to synthesize the value of this solution right from the inception. As soon as we deployed the bots, we were getting actual analytics for the run rate of the process and the total time of bot execution. Indirectly, the time during which the bot executes is literally the time that is saved from human effort. We get proper metrics of the time being saved by using Orchestrator. The other important thing is logs. In case a process fails, from the logs, we are able to derive insights about when exactly a process is failing. We are then able to develop a solution to handle these failures and re-implement them. So, overall the cloud solution gives us insights. It adds value to even developers' time by giving us an overall metric of the time saved as well as utilizing the logs for insights about the process runtime, et cetera. Overall, the cloud functionality is a great value addition.

It affects our ability to scale up automation. When we develop and deploy a process, other users in different departments take a look at the processes, and they are getting confident about the fact that this can solve their problems. We have been receiving requirements, and in that way, we are able to scale up the automation. On top of that, we develop the robots in a way that is modular in nature so that when we implement a process, we have reusable components that can be plugged and played into the new process. This improves the speed at which we can automate processes.

It has indirectly brought innovation from the users' perspective and developers' perspective. The users are saving time, and they are getting innovative in their day-to-day activities. In terms of development, we are on a constant learning path. When the vendor releases new software updates, we are able to effectively utilize those and implement them into our processes on an immediate basis, which improves the speed of delivering a process and the quality of output.

We can scale automation without having to pay attention to the infrastructure for doing so. We don't have to be worried about the cost involved with the on-premises setup. It is a cloud-based solution. So, when a requirement comes up and a bot is developed, only then we need to apply for the license and procure a bot. It has been beneficial because we don't need to pay any upfront cost until the bot is developed and ready to be deployed, and because the bots are delivered completely through the software service, that also indirectly proved very beneficial for global deployments and scaling of processes.

Its AI functionality is helpful to learn from the existing use cases and then implement the learnings on the new and upcoming test cases. As a developer, we need not spend any time developing templates for the extraction, etc. The AI module in itself has the capability to understand new forms of data. It can then accordingly extract and plug in the data to our templates without much effort. So, AI functionality has saved a lot of our time in developing a solution as compared to doing it the manual way.

We had one process where we had to use AI functionality, and we were able to eliminate any manual efforts. Previously, we had somebody who was verifying the output of the bot and after that only processing went to the next step, but with AI, we got the confidence that the bot has the ability to complete the action without manual intervention. That is one great example

where AI helped to eliminate manual effort and improve the quality of the output.

It has significantly reduced human errors. Bots have quite a high performance rate with minimal or zero errors. The errors only occur because we haven't updated the business case in the bot. Once the business cases are updated in the robot, we do not see any errors. The bots follow all the steps as programmed and do not deviate from the set of rules defined while developing them. This reduction in human error has had a positive impact on users. The users had been feeling more comfortable using the robot output rather than relying on their own output, which sometimes had errors. So, overall the confidence level has improved and the lead time in delivering the output has also improved. The time they were earlier spending on the validation of their output has reduced.

It has freed a lot of time. We only automate processes where we find huge time savings. We count it as full-time (FT) employee benefits. We only pick processes that have three or four cumulated FT benefits. With automation, we are saving at least three or four hours on a daily basis. This time is being utilized by business users in completing any other backlog work, focusing on other important things, improving their own work skills, etc.

## **WHAT IS MOST VALUABLE?**

Excel automation is extremely reliable. Excel integration is one of the top features that I have been using. We also have a feature called Document Understanding for processing the PDF format of an invoice by a bot. It has the capability to scan an invoice and then pick out the required fields, such as the name of the vendor, the details of the products being sent, or the cost of the product. There is an AI functionality that allows a user to program the required fields to be extracted, and the bot automatically follows those rules and extracts the data. Therefore, the AI functionality of Document Understanding is another important attribute that I personally like about UiPath.

I also like the Computer Vision functionality, where UiPath provides image processing abilities for robotic process automation. This provides a big advantage because images can be automatically processed without involving any additional tools. With an API, we can automatically link the Computer Vision engine and start extracting and processing images at a quick rate.

UiPath is a low-code platform, or mostly no-code platform, where coding is minimal. We can drag and drop all the required steps and then develop a bot in very less time. I am good at programming, but even a user who doesn't know programming can easily pick up the tool. The ease at which anybody can learn it is quite high. Overall, it is a 10 out of 10 in terms of usability. It is really easy to use with the tutorials that they have in place. Everything about it is quite simple.

We use Orchestrator to keep a track of all the robots that are deployed, monitor the logs, and deploy the robots on the runner machines. We use Orchestrator to upload the bots from Studio to the cloud and then deploy them to runner machines across our virtual machines. Once a bot executes, we get the logs, and if needed, we can monitor them to check that the processes are coming in smoothly. In case of any failures, Orchestrator also has the functionality to re-execute the process. So, we are utilizing the cloud to a greater extent for managing our robots.

The UiPath community is wonderful. It is one of the best communities where we can get a solution for any question that we post in a matter of minutes or hours. Whenever we post a question about any doubt or a bug, someone from the UiPath support team or community replies. Their knowledge is useful for other users who might face the same problem in the future. They have an MVP promotion where if I answer more than 100 questions, they provide us freebies or maybe certification vouchers. That's a good thing that they're doing to grow the community. I'm really enjoying the community members' involvement as well as their support shown during any problems that we face. I have also used Power Automate, and the community support of Power Automate is not that great, but the community of UiPath is very responsive.

**WHAT NEEDS IMPROVEMENT?**

It is expensive. Its licensing structure should be improved. They can introduce a license structure where they charge you on a per-minute basis rather than a full upfront payment.

In UiPath Academy, the certification that they provide at the end of every course can serve as a good motivating factor for somebody who's learning it. That is a good thing, but one of the negatives is that previously, the certification program was free of cost, which helped a lot of developers to become certified developers, but recently, they introduced a paid certification course. I wasn't expecting that move from them. I would like them to go back to their initial certification method which was free of cost.

Sometimes, we do find that the bots misbehave or there are bugs that prevent the bot from executing even when the business cases are completely listed out. It could be that the cloud Orchestrator doesn't send the trigger to the runner systems to start the process because of small internet fluctuation. Sometimes, we find that the processes are killing the execution themselves and going into a halt state without any errors in the program. So, we do see some reliability issues, but these happen once in 20 or 30 instances. They are not on a regular basis. However, when that happens, it does create panic, and we have to immediately rectify it. If they can focus on that, it would be good.

**FOR HOW LONG HAVE I USED THE SOLUTION?**

I have been using UiPath for three years.

**WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

It is great. We are able to scale at a rate faster than what we had thought of because of the way we are able to develop our processes. UiPath literally automates most of the processes that business users are doing. So far, we haven't had any use cases that cannot be handled with UiPath, which helps in scaling implementation at a faster pace.

We have about a four-member team with analysts as well as developers who work with it, but the developers basically handle all the IT-related tasks.

We are a manufacturing company, and we have deployed our solutions in almost every department. We have finance, planning, control, human resources, sales, and supply chain. We have 15 to 20 in each of the departments, and they are saving close to three hours individually. Overall, our estimated time savings are upwards of 100,000 hours annually.

Our current usage of it is 30% to 40%. We still have a lot more potential to tap. We are still on the journey to reach 100% of user involvement where everybody is aware of the process. We are yet to hold the discovery workshops with all the users so that they're aware of the process. Right now, it is limited to a few people within the departments, but its usage will increase with time as we continue to automate processes at this rate.

## **HOW ARE CUSTOMER SERVICE AND SUPPORT?**

We use UiPath Academy for the certification or onboarding of new members. When we onboard new members, we tell them to go through the UiPath Academy to get an understanding of the tool. It is free of cost, and it covers all the required modules for becoming an RPA developer. We use it extensively during the initial days as a developer, and over time and with experience, we learn directly from the tool.

They have a very responsive community. Sometimes, within minutes, we get a response to our query. We are quickly able to understand the solution that they provided and implement it. If it is a complicated problem, sometimes, the UiPath moderator from the UiPath company responds to the query and resolves it. If it is not resolved, we can directly contact their customer support. We are enterprise users, and we get quick responses to the queries that we raise. I would rate their support a 9 out of 10.

## **HOW WOULD YOU RATE CUSTOMER SERVICE AND SUPPORT?**

Positive

## **WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

In between, we used Power Automate just to see the functionality, but we did not find it as intuitive as UiPath. We gave up on Power Automate, and we are now full-time users of UiPath.

## **HOW WAS THE INITIAL SETUP?**

I was around when it was set up. I had personally taken care of the installation. I found it easy and not at all time-consuming. I was done with the process in a couple of hours. In about four or five hours, I was done with the installation and setup of Studio and Orchestrator, listing the licensed accounts, and deployment of the random bots. Everything was completed in a matter of no time. I am not directly related to the IT department. I am just a developer, but I was able to handle it with no external support.

**WHAT ABOUT THE IMPLEMENTATION TEAM?**

We did it in-house. We only contacted UiPath. They delivered the license keys, and we just keyed in the license keys, and it started working. That's it. Nothing else.

It is lightweight in terms of maintenance. There's no maintenance at all. It automatically handles all the upgrades via the cloud. There are no issues. It requires zero effort from IT.

**WHAT WAS OUR ROI?**

Overall, you don't have a lot of savings because of expensive licenses. The licenses are quite expensive, and they are not cheap. It saves money but not significantly. However, we are not focusing so much on the monetary benefits. We are focusing more on the quality of output and time savings.

It does reduce the cost of digital transformation, but that happens after a year or two from deployment. Immediate benefits are not evident, but within a period of one to three years, we are able to make a huge amount of savings in terms of time.

This digital transformation doesn't require expensive or complex application upgrades or IT application support. We didn't have any issues, and we never needed IT to support the UiPath tool. We have been directly using it as it is without making any changes. The impact of this digital transformation on our infrastructure was zero. There were no costs involved. It was used as it is without any changes in the infrastructure.

During the initial two years, we hadn't reached a breakeven point. When the development was going on, we had both costs. On one side, the manual effort was going on, and on the other, there was the licensing cost. So, we didn't have cost savings. After the bot was implemented or after about one and a half years, we were able to receive proper monetary benefits or what we call a breakeven point. So, when we started eliminating human activity, that got converted to cost savings. The accuracy of the process also indirectly improved our customer satisfaction. All in all, we were at a breakeven point, after a two-year period. That would be the general thumb rule for most organizations. So, at an immediate level, we did not receive monetary benefits, but after a period of about two years, we received monetary benefits or savings.

We rely on UiPath Academy for knowledge during the initial days, and it saves a lot of time. We don't have any monetary spending for setting up training because it is available for free. So, we have made some savings. It has saved us time and money, and it has been helpful in getting employees up to speed on the solution.

**WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

It is expensive. Every product or component is built separately. All the components have a separate fee. UiPath Studio has a license cost. The cloud has a license cost, and bots have a license cost. These costs are recurring on a yearly basis. So, every product or component has to be licensed for a year, and on expiry, you have to renew it.

Their licensing structure should be improved. The cost of a bot is a lot. It is more expensive as compared to some of the competitors. It is probably \$8,000 for an unattended bot. When I did a search on the internet, I found that other vendors offer much better plans. I would like UiPath to introduce some flexibility in the licenses. Instead of a full license, they can maybe

introduce a license structure where they charge you on a per-minute basis rather than a full \$8,000 upfront payment. If I'm just spending eight hours on the bot, the bot should only be charged for that time. There could be a per-hour rate. A plan like that would be beneficial.

Initially, it will be expensive, and it also won't be as per the initial thoughts that it is going to be a quick solution that saves a lot of time. With time, you can achieve cost savings but not immediately.

### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

We had our eyes on UiPath from the beginning. We did not focus on others.

### **WHAT OTHER ADVICE DO I HAVE?**

My advice would be to not use RPA as the only solution. You also have to use other complementing features, such as optical character recognition, so that the overall solution is usable. Just RPA can't solve all the problems.

There should be proper change management to bring awareness about the impact of RPA. A lot of time, people misunderstand and take it in the wrong sense that they might lose their jobs. The fact is that RPA can't automate everything, and skilled people will still be required for doing activities. We can only automate a certain set of manual activities.

I would also advise taking one step at a time. Automate a few solutions, check the user feedback, and then start scaling up rather than immediately scaling up without getting the user feedback.

I would rate UiPath an 8 out of 10. Overall, I have no complaints. Studio, Orchestrator, and all the other tools are top-notch. They are being updated with new features on a daily basis. The product is extremely good, and I have no complaints regarding that, but the license is something they can focus on. They can introduce some innovative plans for procuring the license.



## Microsoft Power Automate review by a real user

# Runs efficiently and fast, and is extremely easy to use and extensible



Information Technology Software Developer  
at a financial services firm with 501-1,000  
employees

**Meindert Van Der  
Galiën**

### **WHAT IS OUR PRIMARY USE CASE?**

We are using it for automating legacy systems as well as email verifications. I haven't touched on the APIs yet, but the use case is for user accessibility to and from data sources.

### **HOW HAS IT HELPED MY ORGANIZATION?**

The solution is still in the development phase. It is not in the production run at the moment. Therefore, at the moment, there is not a significant visible improvement.

In terms of deployment, it is a mix of hybrid cloud and on-premises. Microsoft is the cloud provider. It is a single environment deployed over multiple branches in each province of the country. Currently, the version that we are using is the latest Microsoft release.

### **WHAT IS MOST VALUABLE?**

Its ease of use is most valuable. A lot of the bulk functionality is done either through standalone or custom connectors and standard API processes.



**WHAT NEEDS IMPROVEMENT?**

There are two versions of the automation suite. You've got your cloud functionality, and you have got your on-premises functionality for legacy systems. There are a lot of functionalities between the two systems that don't cross-correlate with each other. A lot of the functionality in the cloud system is not there on the production side in the on-prem system. If they could implement some of the similar functionalities and streamline them for integration, it would be a lot easier. There should be seamless integration between the two systems.

**FOR HOW LONG HAVE I USED THE SOLUTION?**

I have been using this solution for three months.

**WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

It is highly stable with good performance.

**WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

It is extremely scalable. It integrates with a lot of existing systems, both Microsoft-related and non-Microsoft-related, and it is extremely extensible. The additional support validation and software integrations that are available are limitless.

**HOW ARE CUSTOMER SERVICE AND SUPPORT?**

Our experience of the technical support on the solution has been minimal because there have not been a lot of technical issues with the implementation. The turnaround time for any type of technical query is usually a day to two days, but before that time period is up, they either have a solution or a guaranteed workaround.

## **WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

We previously used Automation Anywhere. We switched because of the ease of use. The functionality of Automation Anywhere is for a very specialized use case scenario. They focus on a lot of areas, but Power Automate has a lot of simpler solutions and easier approaches. For example, we have a solution in place that has three or four RPA scripts for a single process. With the Power Automate solution, we have a single script running for maybe five sub-processes. It is a lot more streamlined and consistent.

## **HOW WAS THE INITIAL SETUP?**

At the moment, it is still in development and is a matter of integration. It does require a bit more technical know-how, but it is mainly done from the environment perspective and from an administrative point of view.

From a development point of view, the crossover is pretty much the same for going, for instance, from Blue Prism to UiPath, or UiPath to Automation Anywhere. There's a transition period level of difficulty. So, from a development point of view, it's fairly the same, but from a technical point of view, Microsoft does require a bit more technical know-how to get the environment set up.

With some of the integration conversions we've done from one platform to the other, from a development standpoint, it has taken us close to a month in the development environments, and this is interrupted. If we had an uninterrupted conversion, I would estimate a maximum of a week. We just need to get it converted and implemented.

## **WHAT ABOUT THE IMPLEMENTATION TEAM?**

We've been doing everything in-house with direct help from a Microsoft representative. We have a single person to take care of it. It doesn't require a massive deployment team.

## **WHAT WAS OUR ROI?**

So far, based on the development calculators that we've been running, it's running far smoother and far more efficiently and faster. So, the estimated return on investment over the past three months that we've been calculating has been looking far higher than the Automation Anywhere solution.

### **WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

At the moment, from our experience with the two, Power Automate is a lot more expensive solution than Automation Anywhere, but it is also a far more reliable solution.

With the price increases and with the current pandemic situation going on worldwide, a lot of the prices have fluctuated, but the packages and the all-encompassing features you get with the Microsoft package far outweigh the benefits from the Automation Anywhere side. Each package on the Automation Anywhere side is cheaper, but we need to continuously purchase subsequent packages to continue with our automation to the extent that we require. So, the Power Automate solution is a bit more pricey, but it does offer us a far better range of capabilities.

There are different development plans that you can use. Additional licenses might be required for additional features, such as your Azure Logic or your Dataverse capacity. There is a limited capacity package that you can purchase, and then you have to have an additional license for added capacity.

### **WHAT OTHER ADVICE DO I HAVE?**

I would advise paying critical attention to the environment that you're setting up. User access roles, either through Active Directory or through the database control method, should be the key focus. After that, you need to assign roles and licenses as necessary. From there on, you need to integrate the system.

The Microsoft documentation portal for both cloud and on-premises is going to be the easiest to follow. All the solutions are there. For technical assistance from the Microsoft side, contact details are available on the documentation portal for any type of query.

I would rate it a solid eight out of ten. For me to give it a ten, there should be seamless integration between both the cloud and the on-premises solutions. There should be the exact same or similar functionality between the two to make the entire automation process a bit more streamlined.

# Researched Microsoft But Chose UiPath

Review by a real user:



**Nico Thumm**

RPA Developer at a construction company  
with 10,001+ employees

## WHAT IS OUR PRIMARY USE CASE?

We work as a center of excellence and we develop automations centrally for other departments. All our deployments are unattended bots that are deployed and managed by us, centrally. They are all running on a virtual machine. Nothing is running on client computers or laptops. We do not have any attended use cases. The process owners are interacting with the bots.

We use the bots for a lot of reporting, including monthly and weekly reports. We are a construction company and we have a lot of reports for all kinds of things, such as construction projects, different construction sites, and various subsidiaries for regional departments. A region like Bavaria, for example, needs its reports. And there are plenty of controlling departments in all of the subsidiaries.

We also have some ticketing use cases. One of them is for IT services, meaning internal ticketing. That bot regularly checks our ticket software and automatically processes some of the tickets. For example, when an employee needs rights to a specific system, the bot checks whether they fulfill the requirements and approves or declines the ticket.

Another type of ticketing use case is more about processing customer tickets. As a construction company, we also do facility management, and that means there are a lot of external customers with their own systems in which they record tickets. The tickets are not visible in our local systems so someone has to go to the external systems, export the tickets, filter them, and then tell everyone what they're supposed to do to their buildings as a result. The tickets might be about small repair jobs, for example. We run this daily and, in the morning, everyone receives an email with all the tickets that have to be done within one day, three days, one week, et cetera.

Both of the ticketing use cases are connected with SLAs. If you miss a certain time frame before processing a ticket for external customers, you have to pay a penalty fee. For the internal tickets there are SLAs for internal tracking purposes. Because those tickets have to be processed within two hours, that bot runs every two hours and checks for new tickets.

Another IT services use case is for getting access rights to local drives.

We also have many recurring processes. For example, in HR they have to go to the system and confirm a process. It's a necessary evil which is probably due to the legacy systems we have. Someone defined this process a long time ago and it still has to be done.

We also have use cases in finance and treasury. They are not tickets, but they process requests from employees. For example, they can request cash on a specific card and the bot will check the emails and then basically transfer data from an email, or from a PDF form attached to an email, and enter it into the finance system.

One last type of use case is where the bot works as an interface between systems. Data has to be exported from one system and imported to another system and there is no existing API. The bot exports and imports the data. We have one bot that exports PDF documents and sends them to an email interface. It defines a specific subject and then attaches the file. That file will automatically be uploaded to another system. Or the bot may log in to a system and upload the document. These use cases are due to the fact that there is no interface between two systems and they're either not big enough to develop an API or they may involve an external customer system and the customer has no interest in providing an API.

## **HOW HAS IT HELPED MY ORGANIZATION?**

UiPath has freed up our employees' time and that's its main purpose. We don't have huge use cases, but for our bigger use cases it could be saving us 35 to 40 hours per month. With the smaller processes, people save about two hours a month. We have 23 use cases that are live at the moment and the total time saved by them is about seven or eight person-days a week. The big processes account for 50 to 60 percent of all the savings.

Employees have more time for more important things, but there are no direct cost savings from our automations. What we do have are a lot of efficiency gains and some time savings. Any cost savings are on the lower end of the scale.

The solution also definitely reduces human error. We have some processes that involve penalty fees if there is human error, so the reduction in errors has probably affected the business on a very small scale.

In terms of the cost of automations, before UiPath the whole automation process was much more complex. There might have been software providers involved in that process, charging us and providing APIs. And the whole process took way longer. Now that we have a UiPath license, the cost of implementing any automation is zero, other than our salaries, which would be paid anyway. The automation creation process is definitely a lot faster. It's also cheaper because there is no involvement of an external software developer, which is probably the most expensive part.

## **WHAT IS MOST VALUABLE?**

I like the REFramework. It's one of the unique selling points of UiPath because it gives you a framework within the software to structure your processes. It's perfect in terms of error handling and it provides a lot of functionalities for processing multiple transactions. It makes the whole solution more robust.

## **WHAT NEEDS IMPROVEMENT?**

I tested the Process Mining at my previous company and I don't think it's suitable for RPA processes. It operates at a way higher level and, using it, you may find an area in which you can optimize a process, but it doesn't just give you a defined process for automation. It doesn't necessarily help you to identify the processes.

The Task Capture component offers the ability to record a process and it will give you process documentation. It tells you how many clicks are being made, and it will create screenshots. It tells you the basic activities that are being done in the process. When we tested it, the quality of these documents was very low. It took more time to take the output and make it useful than it would have taken to analyze and document the process ourselves.

We are not using any of that. Together with the customer, we are manually defining and documenting processes. We are doing the actual automation, of course, with UiPath. In terms of monitoring it afterward, it's 50/50. Standard Orchestrator definitely offers you some ways to monitor your processes. It tells you how many processes failed and why they failed. You could also define a process that sends you an email when it fails.

UiPath also offers some BI components, but that requires a separate license and costs. We are not using them. The whole BI reporting functionality of standard UiPath is not that great. We use external dashboards in Power BI.

We also have a calendar application because, with standard Orchestrator, there's no overview about when you have bots running and when you have free slots. So it's also not great for planning license usage. The whole visualization piece, out-of-the-box, is not so nice. UiPath is mainly the automation tool for us, and it's definitely great for that. But in terms of analysis and monitoring, there's definitely still potential for the software.

#### **FOR HOW LONG HAVE I USED THE SOLUTION?**

I have been using UiPath for two and a half to three years.

#### **HOW ARE CUSTOMER SERVICE AND SUPPORT?**

Their tech support replies quite quickly. But when we had technical problems, most of the time, we had to have multiple calls. It's not that great. They definitely provided us with all the experts, but they just didn't immediately find solutions, most of the time.

It often took two to three days to fix our issues. We would have to explain the issue one or two times and then they say, "Okay, we need to do a call." After the call we would try out the solution but it wouldn't work and there would be another call. Support is another potential area for improvement.

Also, we bought our licenses from a UiPath partner. We are actually supposed to talk to them for support, but they charge for their consulting services. They are the reason we didn't have constant communication with UiPath. From my experience at my previous job, where we worked with UiPath, we were in close communication with the UiPath success manager. There was way better communication and support because we always had a channel that we could talk to regularly. And they already knew what our issues had been. If you are working directly with UiPath, the tech support is good, although not great.

#### **HOW WOULD YOU RATE CUSTOMER SERVICE AND SUPPORT?**

Neutral

#### **WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

We did not have a previous solution.

#### **HOW WAS THE INITIAL SETUP?**

I started in RPA with my previous company. My boss just told me to get into this topic. I started with the UiPath Academy before we were even using the software, but I could follow all the courses. It's all video training, so it's easy to follow. The Microsoft training often consists of long sets of text and it says "expected reading time is 23 minutes," but it's 23 minutes just to read the text. Now, UiPath even offers training exercises.

And because they offer the Community version, you can download the full-featured software without actually having a license, for personal use and for training purposes. That way you can try out whatever you learn. That makes the learning very practical. And the Community version is not limited to 30 days like test versions of some other solutions. It's a version that you can use for testing forever and you can use all the functionalities. That definitely helped me when I did the training. That's how I got from knowing nothing about RPA to knowing a lot about RPA, before working with it.

If you have a basic understanding of the software, the most important thing is to develop with it, because that gives you practical experience.

They also have very specific, deep-dive courses, for working with Orchestrator, among other things. They're easy to find. You can invest two hours and learn the most important aspects of the UI and look for what you need.

With the Advanced RPA Developer certification, there is an exam. That is where I got the most practical experience. It's not just quizzes, it's also practical projects.

Overall, the Academy is great. It has training paths as well as very specific courses.

## **WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

UiPath is quite expensive and whatever additional components you want to use will have additional costs. We are not using the Document Understanding feature because of the cost. For Document Understanding, the cost may be per transaction.

Compared to Power Automate, UiPath is quite expensive to set up. What we are trying to do, and likely everybody tries to do this, is fully occupy one unattended-bot license before getting another one. So it's not just a matter of buying a few licenses, because they are quite expensive. That definitely also affects the return on investment, especially if you automate smaller processes.

Also, we are currently working with centralized automation development, but we are planning to decentralize it with citizen developers as well, for smaller processes. For that, we intend to use Power Automate Desktop because in that scenario the pricing disqualified UiPath. If you give a UiPath Studio license to many people—to fulfill the vision of a bot for every person—or even to one person per department, they would have to work quite hard to see a positive return on investment.

For UiPath, you need Orchestrator, which is already quite expensive, although you can use just one to start with. But if you have multiple unattended-bot licenses and multiple Studio licenses, it gets expensive quite fast.

Also, the whole pricing structure is very unclear. You can't find out anything about prices before talking with UiPath or with a partner. At that point, you're still not sure what kind of price you're getting. Of course, they offer savings when you order many licenses, but there's no fixed reference point if you haven't talked to UiPath before. There is no real information about what you actually need and how much you can expect it to cost.

With the Microsoft platform, you can directly see the kinds of packages they have and whether they're charging per process or per transaction. You see the price. It's very transparent.

## **WHICH OTHER SOLUTIONS DID I EVALUATE?**

When I compare UiPath with other providers' solutions, UiPath offers a very structured development interface. It is more structured than the interface of Microsoft Power Automate, for example. It offers a very visually appealing way of structuring the processes in flow charts as well as in sequences. It makes it easy to see an overview of a process. I definitely like UiPath's development interface.

UiPath Orchestrator is definitely great, and better than what competitors offer because it enables you to use queues very easily, which again helps to create robust automations.

In addition, the UiPath community is the best among all the software communities that I've seen. There's a great forum. Whatever question you have will either be answered by other developers or even UiPath employees who participate in the

forum. Also, there is already a huge stock of questions and answers about automation. Usually, you will get an answer to any question within hours or even minutes. Together with the training platform, the whole ecosystem around the community is much better than that of any other software I've ever seen.

In my previous company, we evaluated the big ones at that time: Automation Anywhere, Blue Prism, and UiPath.

In my current company, we mainly evaluated two solutions. The first was UiPath, because it's probably the most powerful solution. The second was Microsoft Power Automate, which is now becoming more mature. Power Automate is probably also the easiest to implement because we are Office 365 users. We could just provide a Power Automate desktop license to any of our employees. It's definitely much easier to acquire Power Automate licenses and provide them to the users. It's directly integrated. There's no need for IT involvement.

## **WHAT OTHER ADVICE DO I HAVE?**

In my opinion, UiPath is easy to use. Once you have been using it for a while, it's pretty easy. If you're using it as a citizen developer, meaning that you want to automate your own processes, it's probably a bit complex. It offers a lot of functionality and properties that can be edited per activity. You have to have a basic understanding of variables, arguments, et cetera, if you want to build a robust solution.

The macro recorder is not that nice. It's not like you can just record a process and then run it over and over again. It definitely requires some experience to create a robust process. All in all, I think it's easy to use.

I also tried the StudioX version, just for testing purposes, and that may be a bit easier to use, but it's still not a tool that you can give to someone and they will be able to start developing on their own. In particular, they will not be able to run something unattended because that requires a lot of testing. It requires basic knowledge, which comes with experience, about the HTML selectors.

In general, UiPath is the most powerful solution there is on the market right now for RPA, mainly because of the easy structure provided by UiPath Orchestrator for larger transactional business processes.

## **WHICH DEPLOYMENT MODEL ARE YOU USING FOR THIS SOLUTION?**

On-premises



# Researched Microsoft But Chose UiPath

Review by a real user:



User at a healthcare company with 1,001-5,000 employees

reviewer1695066

## WHAT IS OUR PRIMARY USE CASE?

Since we are a healthcare organization with HIPAA rules, we're on-prem. Our use cases boil down to claims testing and membership testing. It'd be institutional professional dental claims and making sure our membership is loaded correctly.

## HOW HAS IT HELPED MY ORGANIZATION?

We have to configure our software to pay claims and pay providers. What we're realizing is that, the more claims that we can run through the system, the more accurate we can get, the faster the payment on the claims, and the faster the payment to our providers.

## WHAT IS MOST VALUABLE?

The only features we're actually using are the orchestrator and 32 unattended bots.

The value of that is the power to be able to run our thousands and thousands of claims and membership to make sure that everything looks correct.

The solution has saved costs for our organization. I know it's over a million, however, I haven't done the exact numbers.

UiPath has reduced human error. We're finding out that what we've built for configuration in the past, we're finding mistakes that we did a year ago. Now, the bots are proving that and we've been able to correct those past mistakes. This way, we don't have inaccurate payments or recaptures.

The product has freed up employee time - and it's not just the employee time. We do have some triggers that run. Some jobs are run that people use to manually do at night and weekends. We also don't have to hire additional people just to learn 80 different types of things in a claim and identify correctness manually. The robots will go through and then they can identify if there are specific things that are wrong. That part will go to our experts and they'll review those exact issues.

This use of bots allows for employees to do higher-value work. We also have been able to up-skill some of those people to sometimes a leadership role or a different role they would normally never get due to the fact that they were always manually looking at the claims and membership. This has definitely affected their level of satisfaction at work.

I don't know if we have an accurate estimate of how much time we are saving. I just know we do volume and we do thousands and thousands of claims a day, and therefore, it really helps.

We use UiPath's Academy. That's how we learned the system. We actually learned it in six weeks and then started the development after that. It's very powerful and I continue to use it today.

It's helped employees get up to speed with the product. This is especially useful when we get newer versions or we onboard other people. That's part of our syllabus. The first thing a new user has to do is go to the Academy and take some of the classes that we recommend. Then we identify, "okay, did you like it? Is this for you? Is it not for you?" et cetera. It's a quick win where we don't have to take our time as we've got other work that we have to get completed. It acts as a filtering system for us. Both us and the employee can see if it's a good fit very quickly. We can find out at an early stage instead of a year later.

The biggest value of the Academy is just knowing that we can do so much more volume and get in some more accurately without human error, or having people working nights and weekends. That has always been a really big push and we've been able to slowly work away from that.

Obviously, we're not in a perfect world yet, however, getting rid of the manual aspect has been great. People just get burnt out. You can only look at things manually for so many hours. If you've been doing this for 10 years, it's got to be frustrating for those people who are always afraid they'll get their job taken away. At the same time, for them, it's so much easier as they don't have to look at 80 things. They can look at five things that failed and then enjoy time with family and have a work-life balance. That's big.

## **WHAT NEEDS IMPROVEMENT?**

We've coded up to like 80% of what's possible. We really cut our pain points and said "this gives us our value, our bang for our buck." What we're doing now is saying, "okay, well, how do we improve it?" We've got another area or we've got another part of the software that we use our application that UiPath interacts with. Right now, our main concern is what else we can do to make it even more accurate or get more information or test more information to make it a solid pro program.

I'm a developer and I'll move things around and they'll change order, or I'll try to save something and it won't save the first time. I'll have to open something twice, open something three times. I've got a list. I'm working out quirks with UiPath. There are just UX things where if I copy this and put it here, it should look the same as it was, and I don't know why it doesn't. It could be my machine. It could be my local machine and it might just be that conversation with the premium plus to say, "why is this doing this?" Or maybe there could just be a setting, where we didn't check that box when we set it up.

## **FOR HOW LONG HAVE I USED THE SOLUTION?**

I've used the solution for two years.

## **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

We actually had to spend about four months of maintenance to make sure that we got the solution to how we wanted it. We brought in a contracting firm and they didn't know the company and they just kind of said, "here's what bots can do."

What we did is we did an assessment program for two months. During those two months, we looked at what they built, which was great. This got us up and running and showed us what's possible.

Then, we took those two months to identify, for example, if the database maybe should have been set up a little better to interact with our other databases. Or if the coding should have had different paths of risk that they didn't know about. If you don't know the business, you don't know the risks, and therefore, you don't know how to set it up. That's why we did all of that assessment and then we spent four months fixing it to adjust to what we thought was a better path or a more stable path in

order to support the robots.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

The scalability potential is astronomical. We've got so many areas in the company, including finance and pharmacy, and there are all kinds of different areas and authorizations that you can actually go down and say, okay, now we have time. Let's put it on our calendar.

The next piece we're looking into is the citizen developer angle. We know that has some power potential, however, we have to have regulations and audits. We want to be careful if we do start moving in that direction to really understand if it is right for the company and is helping people versus if we build something wrong what that would mean to manually have to correct that. That's time nobody has.

### **HOW ARE CUSTOMER SERVICE AND SUPPORT?**

Technical support has been great. We usually get answers within hours of a request. I thought we were on the premium support plan and now we're going to go to the premium plus, I believe they call it. That starts up here for us in November. We've had some challenging solutions where it has taken us several weeks to work through it. They tell us "here's what we recommended". That said, we know our system. It's just like any other contracting firm. They don't know your system and your solutions, however, they give you the recommendations. At this point, we've been able to work through everything that we've had technical issues with. We decide to do some of them a different way. Technical support has been supportive of this approach. It's like a partnership, and that really makes a big difference.

### **WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

We started with Rational Robot in 2005. I actually developed that. I've been with the company for over 20 years. I started with Rational Robot and then we moved to some C Sharp and some coded UI.

We tried Test Architect for a little while. We've used different RPA methodologies and UiPath seemed to fit a little better with where we are and the robustness we wanted.

We switched when we moved over to new healthcare software. The old one was just COBOL and green screens, and it was hard to automate it. We did, however, it was very difficult. When we moved to this new application, we needed to make everything more quality controlled, and the only way to do that was with the robots.

### **HOW WAS THE INITIAL SETUP?**

I was not a part of the implementation process.

The deployment process took about eight or nine months via our vendor.

### **WHAT ABOUT THE IMPLEMENTATION TEAM?**

We brought on some contractors to do our initial setup, including a proof of concept, and they built part of the system and after that, we took it over. They were what we called a vendor tracking firm.

### **WHAT WAS OUR ROI?**

We have definitely seen an ROI.

The biggest ROI was in the configuration. We're realizing we may be setting some things up wrong and that's not how the customer should have been set up. When we see things fail, we ask why is this failing? And then we go upstream and find out that we didn't even build a specific thing and realize that it was a mistake, a key entry, a mistype, et cetera, and the bots catch that on the backend. We're able to do that quicker. It's manual labor and it's tedious. Now, manual labor's fine if you want to go in and manually check this, that, and the other thing, however, when that's your day job and you're checking the same 80 fields compared to a spreadsheet over and over, it's just got to be frustrating and employees feel it. You hear it on the call. With UiPath, we can ask the question "what can we do to support you?" We're not going to replace people; we want to get them to a better place. Our employees understand that. It took them a while, however, they do understand that now and think the solution is really cool and are thankful for the support. It's a tool, not a human being's replacement.

### **WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

I don't write the checks. I don't know what the actual cost is. That's always on leadership. My understanding is it's a reasonable price for the value that we're getting out of it.

### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

We did look at the Power Automate desktop. It doesn't have the orchestrator to control things, and it has some other limits. When we do formulas and try to validate what the value should be, they are very difficult or impossible to set up on the Power Automate. At some point in time, I'm sure we'll be able to do that. In today's world, what we need right now is UiPath.

## **WHAT OTHER ADVICE DO I HAVE?**

We're just a customer and an end-user.

We do not use the solution's AI functionality in our automation program. We just do some checks and then just make sure via verification that everything matches in the configuration to the actual claims from the inbound files to the outbound.

There's an automation hub, test, capture, process, mining, all of these other features we haven't been able to purchase yet, due to the fact that we want to make sure that our bread and butter, the claims of membership, is solid. Once we have that in a good place, which we're hoping will be in 2022, we've already talked to our sales rep about the next steps. They've talked about the other features and offered recommendations. We'll go down that path next year and it'll be really exciting to see what else we can do to bring on the other areas of the company.

I'd advise potential new users that they definitely want to do some kind of proof of concept against other systems. I have heard other companies here that have said, okay, we're going up against four other automation tools. That's great. However, do your homework. You need to go and present everything to your leadership and showcase the solutions.

As we get some of the demos of software, we can kind of compare them to what our system's needs are. A new user can say, well, maybe these are our top two. When you get to your top two, that's your time to bring somebody in, an expert to discuss what you're trying to do.

If you do choose to go with UiPath, that UiPath academy is so valuable. That's a big asset. If you do the premium plus care, they will support you through and help you get things set up and running or make it better. We've been up and running for two years. Their goal and my goal is to see how to make things better to continuously improve the system and make everyone happy.

I'd rate the solution at a nine out of ten. There are just a few system quirks I'm trying to work through.

## **WHICH DEPLOYMENT MODEL ARE YOU USING FOR THIS SOLUTION?**

On-premises

# Researched UiPath But Chose Microsoft

Review by a real user:



System Engineer at Accenture AI

**GajulaSrinivas**

## **WHAT IS MOST VALUABLE?**

The solution is bundled together with many Microsoft products.

The solution is stable.

The solution offers a lot of documentation and tutorials for users to learn about various aspects and features.

The pricing is very reasonable.

## **WHAT NEEDS IMPROVEMENT?**

The solution is not actually satisfying the complex programs that we want to execute. We're looking for alternatives right now.

Currently, Power Automate has, if I'm not wrong, about 500 actions per workflow, and my team is not satisfied as they want something very complex that automates a process end to end. That would need a lot of iteration and loops being implemented. The 500 steps in a workflow don't seem to serve our end goals.

The solution doesn't integrate very well with non-Microsoft products.

## **FOR HOW LONG HAVE I USED THE SOLUTION?**

We've been using the solution for about nine months or so.

## **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

With the processes that we've been able to implement, it has been stable. There are no bugs or glitches and it does not crash or freeze on us.

**WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

I am not sure about the scalability aspect of it as the kind of processes we've been executing has been very simple and straightforward, to be honest. We haven't tested the solution's limits.

**HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

So far, we have not had an experience where we had to get in touch with the Microsoft team to resolve any issue. There is documentation that is available online and tutorials provided by Microsoft, and the community has been pretty helpful for our IT team to design these solutions. We've been able to use those resources in order to mostly figure everything out ourselves. Therefore, I can't speak to their level of helpfulness.

**WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

We are using Power Automate, as it has come with the Microsoft Office 365 bundle. We aren't satisfied with it and therefore are looking for alternatives. This is our first experience with an RPA, and I don't like the app.

**HOW WAS THE INITIAL SETUP?**

I didn't directly deal with the initial implementation. I'm on the management side. I get in touch with the IT team who work with Power Automate directly.

**WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

The pricing is absolutely reasonable as you're getting a lot more than just this solution. You're not just paying for Power Automate when you're paying for it. You're paying for the bundle itself. It was basically an add-on for whatever other services we're buying. Therefore, it was more or less free for us.

## **WHICH OTHER SOLUTIONS DID I EVALUATE?**

We are currently looking to explore other RPA options.

We have, for example, lightly explored UiPath as an option. Currently, there are a lot of processes that are being run on SAP and other infrastructure like Salesforce. Power Automate doesn't seem to be integrating well with them. We've been talking to other organizations or other partners that are using UiPath, and they've said they were able to implement somewhat similar tasks and were able to integrate easier. If the UiPath integrations are beyond the scope of Microsoft, it would be a better option.

## **WHAT OTHER ADVICE DO I HAVE?**

We are a customer and an end-user of the product.

I have very little experience working with Power Automate. I'm the management person who gets in touch with the IT team who works with Power Automate directly.

I'm not sure which version of the solution we're using.

If your organization is running on Microsoft, and purely on Microsoft architecture, Power Automate is the way to go. If you're a very big company that wants to have complex tasks executed, however, it's not the best option. We're at a stage where we're trying to reevaluate where we want to go in ahead with the RPA journey. Power Automate doesn't look like the right option, at least for us right now.

I'd rate the solution at a seven out of ten.



# Researched UiPath But Chose Microsoft

Review by a real user:



Digital Strategy Manager at a energy/utilities company with 10,001+ employees

reviewer1521363

## WHAT IS OUR PRIMARY USE CASE?

We have been using Power Automate specifically for the COVID situation. The use case is mainly to automatically fire an e-mail every Monday morning requesting the employees of our firm to provide a response regarding their well-being. After the data is captured by using an MS form, the subsequent workflows get triggered through Power Automate. If somebody has mentioned that they have a fever or shortness of breath, we send this person's entry to our health and safety officer and our plan manager. All this is automated.

We also have another use case related to procurement where an automated flow was required for invoice processing for an external vendor.

## HOW HAS IT HELPED MY ORGANIZATION?

We have been able to automate the form filling, form dispatch, and data collection activities, specifically for the COVID situation, across all offices within our firm. It is a global process covering all zones such as Europe, India, and Australia. We have also been able to define workflows for particular use cases, such as when there is a high volume of cases in a specific zone, such as India. We have created workflows so that our emergency team is directly able to connect with the R3 team that directly connects with the employee to provide the required support.

We have also gone a bit far with respect to the access part. The Power Automate flow also connects with the physical gates of our offices. Last year, we were able to control our physical gates with the data generated by the Power Automated workflow. We were prohibiting or allowing the entry of the people based on their responses that they had put in the Monday morning form. It was quite a complex use case, but we were able to roll it out globally, and it has helped a lot with the COVID situation.

## WHAT IS MOST VALUABLE?

The best part is the automated workflow, which is quite good and easy. It is just drag-and-drop. We are able to create workflows quite quickly.

We are able to directly integrate the data that it generates with Power BI dashboards. Its integration is quite good with other Microsoft tools, such as Power BI. The visualization of the data has become helpful for us.

**WHAT NEEDS IMPROVEMENT?**

Microsoft shouldn't charge extra for the database license if you want to store the data in the database during the trial. We wanted to have a historical trend of the data, and we started with the trial version of the tool. The database license is not included with the trial version, and you have to purchase it separately. Because we had a budget constraint, we had to pull all the information manually from the system, massage it, and push it to the dashboard. About two months ago, we have upgraded to the full-fledged version in which the database is integrated. The database license should be there in the trial version, but they have totally decoupled it. They should have provided a bundle, at least for the trial version, so that once a person or a firm gets a sense of it, they can start building. It might be because they wanted to sell additional licenses or premium licenses, and that's why they have added it in the premium version.

It should have more cognitive features. Automation Anywhere and UiPath are different because they have cognitive functionality plus intelligent automation. The cognitive functionality is currently not there in Microsoft Power Automate. It is just for workflow automation and basic bot-level tasks. It should have more cognitive features, which probably will be launched in a couple of years.

**FOR HOW LONG HAVE I USED THE SOLUTION?**

I have been using this solution for the past one and a half years.

**WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

It is quite a stable product.

**WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

It is scalable. There is no doubt about Microsoft products in terms of scalability. Because of its scalability, we are able to have use cases that require a higher load.

From the build perspective, only our team builds it. We have around 10 to 12 developers who create and support Power Automate solutions. In terms of its usage, we are currently using it only for two use cases. We also have other tools, but we are using Power Automate for the use cases with less budget. Its license cost is comparatively less as compared to Automation Anywhere.

### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

We have annual support, and there is also a community. My team connected with the community forums, and most of the things got resolved there. They connected with the support once for an issue, which got resolved. Their support is good.

### **WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

We are also using Automation Anywhere, but we needed a tool that is cheaper than Automation Anywhere. Power Automate fits there well.

### **HOW WAS THE INITIAL SETUP?**

Its deployment was quite easy. We already have Microsoft suite across our company. Our complete ecosystem is Microsoft-based, so it was not a challenge. It took one or two days to get things in place. For complete documentation and implementation, it hardly took two weeks.

### **WHAT ABOUT THE IMPLEMENTATION TEAM?**

As per our current agreement, Microsoft is supposed to provide support. So, we had an external consultant who helped us out.

### **WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

Its licensing cost is comparatively less as compared to Automation Anywhere. We have bought a two-year license agreement.

### **WHAT OTHER ADVICE DO I HAVE?**

I would recommend this solution to others. It is one of the powerful tools. The best part is that it fits very well with the Microsoft ecosystem. It is not at the same level as Automation Anywhere and UiPath, but being a Microsoft product, I see a bright future for this. In one and a half years, it will be one of the key players in the RPA industry.

I would rate Microsoft Power Automate an eight out of ten.

**WHICH DEPLOYMENT MODEL ARE YOU USING FOR THIS SOLUTION?**

On-premises

# Vendor Directory For Robotic Process Automation (RPA)

<b>ABBYY</b>	ABBYY Vantage
<b>Another Monday</b>	Another Monday
<b>Appian</b>	Jidoka RPA
<b>Atos</b>	Syntel SyntBots
<b>Automai</b>	Automai RPA
<b>Automation Anywhere</b>	Automation Anywhere (AA)
<b>Automation Anywhere</b>	BotFarm
<b>AutomationEdge</b>	AutomationEdge
<b>Avo Automation</b>	Avo Assist
<b>Ayehu</b>	Ayehu NG
<b>Blue Prism</b>	Blue Prism
<b>Blue Prism</b>	Blue Prism Cloud
<b>ClaySys</b>	ClaySys RPA Genie
<b>Datamatics</b>	Datamatics TruBot
<b>ElectroNeek</b>	ElectroNeek
<b>ELMA BPM</b>	ELMA 365
<b>Epiance Software</b>	EpiGenie Robotic Process Automation
<b>Fortra</b>	Fortra's Automate
<b>HPA</b>	HPA Robots-as-a-Service
<b>IBM</b>	IBM Robotic Process Automation (RPA)
<b>Infinitus</b>	Infinitus
<b>Inflectra</b>	Inflectra Rapise
<b>Infosys</b>	EdgeVerve AssistEdge RPA
<b>Infosys</b>	Edgeverve AssistEdge Cloud RPA
<b>IPsoft</b>	IPsoft 1RPA
<b>Jacada</b>	Jacada Intelligent Agent Engagement
<b>JIFFY.ai</b>	Jiffy.ai Automate
<b>Keross</b>	Ikon

<b>Kofax</b>	Kofax RPA
<b>Kryon Systems</b>	Kryon RPA
<b>Laiye</b>	Laiye UiBot
<b>Micro Focus</b>	Micro Focus Robotic Process Automation
<b>Microsoft</b>	ProcessRobot by Softomotive
<b>Microsoft</b>	WinAutomation by Softomotive
<b>Microsoft</b>	Microsoft Power Automate
<b>NetCart AB</b>	VisualCron
<b>NICE</b>	NICE Robotic Automation
<b>Nintex</b>	Nintex RPA
<b>Nividous</b>	Nividous RPA
<b>NTT DATA</b>	NTT-AT WinActor
<b>OpenConnect Systems</b>	OpenConnect AutoiQ
<b>Pega</b>	Pega Robotic Process Automation
<b>Perpetuuiti Technosoft PTE</b>	Perpetuuiti Platform
<b>Redwood Software</b>	Redwood Software - Finance Automation Edition
<b>Robocorp</b>	Robocorp
<b>SAP</b>	SAP Contextor
<b>Scheer</b>	Scheer RPA
<b>ServiceNow</b>	INTELLIBOT
<b>Servicetrace</b>	Servicetrace XceleratorOne
<b>Software AG</b>	Software AG ARIS Robotic Process Automation
<b>TIS Grupa</b>	TIS RPA
<b>Tricentis</b>	Tricentis RPA [EOL]
<b>UiPath</b>	UiPath
<b>Verint</b>	Verint Robotic Process Automation
<b>WorkFusion</b>	WorkFusion
<b>Worksoft</b>	Worksoft RPA

# Top Robotic Process Automation (RPA) Vendors

Over professionals have used PeerSpot research. Here are the top vendors based on product reviews, ratings, and comparisons. All reviews and ratings are from real users, validated by our triple authentication process.

## Chart Key

<span style="color: red;">●</span> <b>Views</b>	<span style="color: yellow;">●</span> <b>Comparisons</b>	<span style="color: green;">●</span> <b>Reviews</b>	<span style="color: cyan;">●</span> <b>Words/Review</b>	<span style="color: blue;">●</span> <b>Average Rating</b>
Number of views	Number of times compared to another product	Total number of reviews on PeerSpot	Average words per review on PeerSpot	Average rating based on reviews

## Bar length

The total ranking of a product, represented by the bar length, is based on a weighted aggregate score. The score is calculated as follows:

For each ranking factor of **Reviews**, **Views**, and **Comparisons**, the product with the highest count in each ranking factor gets a maximum 18 points. Every other product gets assigned points based on its total in proportion to the #1 product in that ranking factor. For example, if a product has 80% of the number of reviews compared to the product with the most reviews then the product's points for reviews would be 18 \* 80% = 14.4.

Both **Rating** and **Words/Review** are awarded on a fixed linear scale. For Rating, the maximum score is 28 points awarded linearly between 6-10 (e.g. 6 or below=0 points; 7.5=10.5 points; 9.0=21 points; 10=28 points). For Words/Review, the maximum score is 18 points awarded linearly between 0-900 words (e.g. 600 words = 12 points; 750 words = 15 points; 900 or more words = 18 points). If a product has fewer than ten reviews, the point contribution for Rating and Words/Review is reduced: 1/3 reduction in points for products with 5-9 reviews, two-thirds reduction for products with fewer than five reviews.

Reviews that are more than 24 months old, as well as those written by resellers, are completely excluded from the ranking algorithm.

All products with 50+ points are designated as a Leader in their category.

## 1 UiPath



## 2 Microsoft Power Automate



## 3 Automation Anywhere (AA)



#### 4 Blue Prism



**30,609** views      **15,761** comparisons      **34** reviews

**522** words/review      **7.6** average rating

#### 5 WorkFusion



**6,324** views      **2,758** comparisons      **14** reviews

**1,383** words/review      **7.9** average rating

#### 6 ABBYY Vantage



**4,803** views      **2,801** comparisons      **26** reviews

**747** words/review      **8.0** average rating

#### 7 Pega Robotic Process Automation



**5,553** views      **4,431** comparisons      **10** reviews

**724** words/review      **7.5** average rating

#### 8 Kryon RPA



**5,621** views      **3,010** comparisons      **6** reviews

**1,468** words/review      **8.8** average rating

#### 9 BotFarm



**1,378** views      **445** comparisons      **14** reviews

**488** words/review      **8.2** average rating


#### 10 Kofax RPA



**8,862** views      **6,657** comparisons      **10** reviews

**444** words/review      **7.6** average rating


# Top Robotic Process Automation (RPA) 5 Solutions by Ranking Factor

 Views

		<b>VIEWS</b>
1	<a href="#">UiPath</a>	76,096
2	<a href="#">Microsoft Power Automate</a>	46,974
3	<a href="#">Automation Anywhere (AA)</a>	41,954
4	<a href="#">Blue Prism</a>	30,609
5	<a href="#">Kofax RPA</a>	8,862

 Reviews

		<b>REVIEWS</b>
1	<a href="#">UiPath</a>	236
2	<a href="#">Microsoft Power Automate</a>	48
3	<a href="#">Blue Prism</a>	34
4	<a href="#">Automation Anywhere (AA)</a>	26
5	<a href="#">ABBYY Vantage</a>	26

 Words / Review

		<b>WORDS / REVIEW</b>
1	<a href="#">Inflectra Rapise</a>	1,498
2	<a href="#">Jiffy.ai Automate</a>	1,495
3	<a href="#">Kryon RPA</a>	1,468
4	<a href="#">UiPath</a>	1,403
5	<a href="#">WorkFusion</a>	1,383



## About this report

This report is comprised of a list of enterprise level Robotic Process Automation (RPA) vendors. We have also included several real user reviews posted on peerspot.com. The reviewers of these products have been validated as real users based on their LinkedIn profiles to ensure that they provide reliable opinions and not those of product vendors.

## About PeerSpot

The Internet has completely changed the way we make buying decisions. We now use ratings and review sites to see what other real users think before we buy electronics, book a hotel, visit a doctor or choose a restaurant. But in the world of enterprise technology, most of the information online and in your inbox comes from vendors but what you really want is objective information from other users.

We created PeerSpot to provide technology professionals like you with a community platform to share information about enterprise software, applications, hardware and services.

We commit to offering user-contributed information that is valuable, objective and relevant. We protect your privacy by providing an environment where you can post anonymously and freely express your views. As a result, the community becomes a valuable resource, ensuring you get access to the right information and connect to the right people, whenever you need it.

PeerSpot helps tech professionals by providing:

- A list of enterprise level Robotic Process Automation (RPA) vendors
- A sample of real user reviews from tech professionals
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of vendors and products
- Request or share information about functionality, quality, and pricing
- Contact real users with relevant product experience
- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendors

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